



Swim and Fitness Center Membership Refund Policy and Guidelines

***REFUND POLICY (as printed on membership registration form):** Memberships are non-refundable and non-transferable except in cases of medical conditions or other circumstances preventing the use of the facility. Requests for a refund / credit must be submitted in writing to the Swim and Fitness Center Superintendent, and be accompanied by proper medical or other requested documentation. Refunds / Credits are subject to proration (based on date written request is received) and refunds are subject to a \$10 administrative fee. Requests for a refund or credit will not be considered after the membership is expired.*

Processing Guidelines:

- Customers who desire to withdraw from their membership pass should submit a written request (letter, email, fax) with supporting documentation to the attention of the Swim and Fitness Center Superintendent.
- Memberships will be withdrawn on a prorated basis from the date the request was received. Requests will not be considered after a membership is expired.
- A credit will be placed on the customer's City of Rockville account unless a refund is specifically requested.
- Refunds are subject to a \$10.00 administrative fee. Funds will be returned to the customer based on their initial method of payment. Credit cards will be refunded to the same card and Cash / Check payments will receive a check refund via mail.
- Note that memberships will not be "suspended" or "extended" during periods of illness or other absences. Rather customers can request a withdrawal at the prorated amount, and re-register for a full membership term upon their ability to return to the facility.

Updated: 1/23/14